



IFW

PATENT  
Customer No. 25,537  
Attorney Docket No. 00-5019

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Douglas J. COWELL et al.	)	Group Art Unit: 2614
	)	
Application No.: 09/692,926	)	Examiner: Le, Karen L.
	)	
Filed: October 20, 2000	)	Confirmation No.: 8386
	)	
For: METHOD AND SYSTEM FOR	)	
CALL CENTER SCREENING	)	

**MAIL STOP Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

In response to the Office Action mailed May 4, 2006, the period for response thereto extending through August 4, 2006, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected beginning on page 2 of this paper.

**Remarks/Arguments** begin on page 16 of this paper.